

SECTION III: TRAINING/CHECKOUT PROCEDURES

Overview	Vendors are essential to the success of the Missouri WIC program in improving the nutrition and health status of women, infants and children. The Vendor's role in the program is to provide WIC customers with only those foods issued on the WIC checks (as specified) or on the WIC approved food list, in the specified quantity, brand, size and type. This serves to provide participants with the specific nutrients they need and reinforces the nutrition education they have received. A copy of the <i>WIC Procedures for Cashiers</i> is located in Appendix B. Vendors may make copies as needed.
Definition of a WIC Check	Within the Food and Nutrition Services Code of Federal Regulations (CFR), 7 CFR 246.2 the USDA defines Food Instrument as a voucher, check, electronic benefits transfer card (EBT), coupon or other document which is used by a participant to obtain supplemental foods. This regulation defines the term Cash Value Voucher (CVV). For Missouri the terms Food Instrument and Cash Value Voucher are defined in the Vendor agreement and the WIC Vendor Manual as a WIC check .

3.1 Vendor Training

Annual Training Policy	By signing the <i>WIC Vendor Agreement</i> , Vendors agree to accept training and instruction annually on the WIC program from the Department or its designee. At least one (1) representative of the Vendor staff must participate in training annually. Training may include, but is not limited to: all initial evaluations for new <i>WIC Vendor Agreements</i> , required Vendor training, follow-up of compliance-buy purchases that do not result in disqualification, any noncompliance with the Vendor Agreement; monitoring visits or audits, satellite broadcasts, taped presentations, website tutorials and educational buys.
New Vendor Training	Every Vendor applicant must attend a new Vendor training session that may be held in Jefferson City or at one of the WIC district offices before a new <i>WIC Vendor Agreement</i> will be issued. Training sessions will be scheduled at the most convenient location for the majority of the attendees.
Mandatory Training	Vendors are required to attend mandatory training if they have a second occurrence of a Class "B", "C" or "D" Violation, or have failed to submit the required corrective action plan for a Class "B", "C" or "D" Violation. All mandatory training sessions will be held at the Department's Jefferson City office. Vendors failing to attend the required session will receive further sanctions up to disqualification from the program and/or a CMP.

On-Line Vendor Training Modules On the WIC Vendor website there are two (2) web-based training modules available for vendors to use to train their store personnel. The first is the WIC Program Cashier Training Manual for all stores cashiers. The second is the WIC Check Processing Training Manual for training back office staff who prepares the store's bank deposits. The website address is: <http://www.dhss.mo.gov/wic.html>.

3.2 Employee Training

Policy By signing the *WIC Vendor Agreement*, Vendors agree to be accountable for all actions of employees involved in the WIC transaction, and the handling of WIC checks.

Specifically, it is the responsibility of the store manager to ensure all employees handling WIC transactions (stocking, WIC check redemption and bookkeeping) are properly trained on program requirements.

Documentation It is strongly recommended that Vendors keep documentation of training for each employee trained to handle WIC transactions. A copy of the *Vendor Training Documentation*, (WIC-22) form used by the Department to document training sessions is in Appendix C. This form may be copied and used by Vendors as documentation for each employee trained.

3.3 Management Information for Cashier Training Preparation

WIC Checks The WIC check has a light green background with black print. WIC checks may be issued to participants for up to three (3) months at a time. They contain a prescription for those supplemental foods specifically intended for the participant. WIC customers may use their checks at any authorized WIC Vendor in Missouri

WIC Checks for Frozen and Fresh Fruits and Vegetables The WIC checks for Fresh or Frozen Fruits and Vegetables resemble the regular WIC Check in every detail except for the Food Prescription and Pay Exactly Sections.

- In the Food prescription Section the check will state:

Use only for FRESH or FROZEN FRUITS & VEGETABLES

- In the Maximum Check Amount the check will state: either \$6.00 for children, \$8.00 for women, \$10.00 for breastfeeding women or \$15.00 for women breastfeeding multiple infants.

The method to use a fruit and vegetable check is somewhat different and will be explained after the completion process for the regular WIC checks.

Instructions for Proper Completion of WIC Checks at the Store

Sample WIC Check is on the following page.

1. **PARTICIPANT NAME & ID** – This is where the participant's name and identification number is imprinted onto the WIC check
2. **SIGNATURE** – The participant, proxy or guardian's signature must be obtained here (black or blue ink preferred).
3. **MUST NOT EXCEED** – This is the maximum amount that will be paid by the WIC program.
4. **PAY EXACTLY** – The cashier will fill in the purchase amount here (black or blue ink preferred). This amount will be edited against the "MUST NOT EXCEED" amount shown in the box above. An amount shown as redeemed at a higher amount will be rejected by the banking system. There must be no alteration to this amount other than a single strikethrough and the correct amount written in above the wrong amount along with the cashier's initials. (Refer to Section 4 of this manual for information on how to request reimbursement of a WIC check that exceeds the maximum amount).
5. **FIRST-DATE-TO-USE** – The date that the check is redeemed must be on or after this date. There must be no alteration to this date.
6. **DATE USED** – As cashiers enter this date, (black or blue ink only) they must check to make sure it is on or after the "FIRST-DATE-TO-USE" (above) and that it is before or on the "LAST-DATE-TO-USE" (below). There are only thirty (30) days to use the checks between the first-date-of-use and the last-date-of-use for participants to use these checks.
7. **LAST-DATE-TO-USE** – This is the last date that the participant is authorized to redeem this WIC check. The check must be deposited within twenty-five (25) days of this date or the WIC check will be returned to the Vendor as "Late Deposit". There must be no alteration to this date.
8. **LOCAL AGENCY-ISSUER** – The Local Agency/Issuer identification information must be present in these blocks.
9. **FOOD PRESCRIPTION** – There must be no obvious alteration to these items or quantities. When a special formula is prescribed on a WIC check, the special formula is computer printed on the WIC check.
10. **VENDOR STAMP** – This is where you will stamp your Vendor ID – clearly – **in black ink only**.

The diagram shows a Missouri WIC Program check with the following fields and callouts:

- 1. PARTICIPANT ID & NAME:** Points to the PARTICIPANT # (60056689) and LAST NAME (DAY).
- 2. SIGNATURE:** Points to the PARTICIPANT'S SIGNATURE line.
- 3. MUST NOT EXCEED:** Points to the MAXIMUM PURCHASE PRICE (6.00).
- 4. PAY EXACTLY:** Points to the PAY EXACTLY line.
- 5. FIRST DATE TO USE:** Points to the FIRST DATE TO USE (3/19/2009).
- 6. DATE USED:** Points to the DATE USED (4/18/2009).
- 7. LAST DATE TO USE:** Points to the LAST DATE TO USE (4/18/2009).
- 8. LOCAL AGENCY / ISSUER:** Points to the UNITED COMMUNITY BANK, MARIETTA, GA.
- 9. FOOD PRESCRIPTION:** Points to the DESCRIPTION (FRESH AND/OR FROZEN FRUITS/VEGETABLES).
- 10. VENDOR STAMP:** Points to the VOID stamp area.

Check Details:

PARTICIPANT #	60056689	LAST NAME	DAY	FIRST NAME	DORIS	AGENCY #	12345	PHONE #	573-555-9876
MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES WIC PROGRAM					UNITED COMMUNITY BANK, MARIETTA, GA, 64-1968, 611				
PAY TO THE ORDER OF					DOLLARS CENTS				
ANY AUTHORIZED MISSOURI WIC VENDOR ONLY					VOID				
VALID ONLY FOR THE PURCHASE OF:					PAY EXACTLY				
QTY	DESCRIPTION								
\$6.00	FRESH AND/OR FROZEN FRUITS/VEGETABLES								
XXX END OF ORDER XXX									
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY TO USE DATE.					VOID				
PLACE MISSOURI WIC STAMP ABOVE PARTICIPANT'S SIGNATURE					VOID				

**Participant
Identification
Folder**

The *WIC Participant Identification Folder* must be presented to the cashier when WIC checks are presented. If the cashier does not see the folder, he/she should politely ask the WIC customer if they have it with them.

If the WIC customer does not have the folder with them, the transaction cannot be completed. Give the WIC checks back to the WIC customer and refer them to the local WIC provider.

**NO PARTICIPANT IDENTIFICATION FOLDER = NO
REDEMPTION.**

The person presenting the WIC checks for redemption must be authorized to do so. Signatures of those persons authorized to redeem WIC checks will appear on the *WIC Participant Identification Folder*. Each folder may have up to three (3) signatures on it. If the person presenting the WIC checks for redemption has the *WIC Participant Identification Folder*, but his/her signature is not on it, the transaction cannot be completed.

If the *WIC Participant Identification Folder* is not signed the authorized Vendor may ask for photo identification in the form of a Missouri identification card or driver's license. If the participant does not have either form of photo identification, give the WIC check back to the WIC customer and refer them back to the local WIC provider.

If the participant has the photo identification record the driver's license number or social security number and birth date on the back of the WIC check.

**Two or More
WIC Checks**

When two or more regular WIC checks are presented for redemption, each must be handled as a separate transaction, so that a separate receipt is generated for each. The WIC checks for fresh and/or frozen fruits and vegetables may be combined and used as one (1) transaction.

**Providing Foods
Listed on WIC
Check**

By signing the *WIC Vendor Agreement*, the Vendor agrees to provide only WIC approved foods issued on the WIC checks in the specified quantities. **The Vendor must allow the purchase of the full amount of WIC food issued on the WIC checks.** The Vendor must allow all approved foods issued on the WIC checks and in quantities no more than those shown on the WIC checks. If necessary, the vendor must split a four, six or eight pack and sell the approved food by individual cans. If the customer purchases allowable food in the quantities allowed and the amount of the purchase still exceeds the maximum amount of the check, send the WIC checks to the state WIC office with an Approval Request for Non-Paid WIC Check (WIC-77) form, the cash register receipt, and any written explanation needed (See Appendix F).

Each food item presented for redemption must be verified to ensure it is the correct food item. Failure to check each food item can result in a loss of income for the Vendor.

NOTE: WIC participants are **NOT** required to purchase every item on the WIC Checks **BUT** the Vendor **MUST** allow the purchase of the full amount of WIC food issued on the WIC checks even if the amount of the sale exceeds the maximum printed on the WIC check. .

Providing Fresh or Frozen Fruits and Vegetables on WIC Checks

By signing the *WIC Vendor Agreement*, the Vendor agrees to provide only WIC approved fresh and/or frozen fruits and vegetables with these WIC checks. The Vendor must allow the fresh and/or frozen fruits and vegetables up to the maximum amount of the check. The Vendor may not exceed the maximum of the check. WIC customers may spend less than the maximum but they may not exceed the check amount. If you exceed the maximum amount of the check the Vendor will **NOT** be reimbursed. WIC customers cannot be charged for any amount that exceeds the maximum amount of these checks. WIC customers are not to receive any money back if the total is less than the maximum amount of these checks. There is no appeal or override on the Fruit and Vegetable WIC checks.

Substitutions or Exchanges

No substitutions or exchanges are allowed at any time for any food item prescribed on a WIC check. Do not issue rain checks, credit slips, due bills or any other similar type billing when a food item issued on a WIC check is not available. WIC customers may be allowed to exchange defective, spoiled or expired WIC foods and infant formula. However, the exchange must be for the identical item. Refunds are not allowed.

Note: If the store is completely out of a food item or does not have the entire quantity of a food item issued on the WIC check, the WIC customer may choose not to continue the transaction, otherwise the WIC customer forfeits the specific food item entirely or forfeits the remaining quantity. The WIC customer must be given the choice.

EXCEPTION:

Infant formula - If a WIC check is presented for infant formula and the Vendor does not have the entire quantity issued on the WIC check, a *Partial WIC Formula Redemption Form* (WIC-21) must be used (located in Appendix H). **This form is to be used only in an emergency, for formula ONLY, if the customer cannot travel to another store or return later.**

Partial WIC Formula Redemption Form

This form is not a substitution, rain check, credit slip or due bill. Because infants are considered to be at a higher nutritional risk, the *Partial WIC Formula Redemption Form* was developed to provide necessary infant formula in a timely manner. This form allows the WIC customer to redeem the WIC check for the formula the Vendor has on hand, without

forfeiting the remaining quantity. Excessive use of this form will be considered a contract violation. The Vendor must never charge the WIC check for infant formula not purchased. **This form is to be used for Infant Formula ONLY.**

Supply

The *Partial WIC Formula Redemption Form* is located in Appendix H of this manual. Vendors may copy this form as needed or may request a copy of this form by calling 800-392-8209.

Completing the Form Verifying the WIC Check

All of the information needed to properly complete this form is found on the face of the WIC check or the register receipt. BEFORE scanning the foods or writing on the WIC check, be sure to verify that the WIC check is valid.

- a. Is today's date within the "FIRST-DATE-TO-USE" and "LAST-DATE-TO-USE"?
 - If not, the WIC check is not valid. Cashiers may ask the WIC customers if they have a WIC check that has the correct dates for use today. If not, the transaction is over. Give the WIC check back to the WIC customer and refer them to the local WIC provider.
- b. Was the WIC check fully completed by the WIC provider?
 - It is the local WIC provider's responsibility to properly complete the WIC check. Specifically the "AGENCY NUMBER", "CHECK NUMBER", "MUST NOT EXCEED LIMIT", "PARTICIPANT NUMBER", "PARTICIPANT NAME", "PROG CODE", "FOOD PKG CODE", "FIRST-DATE-TO-USE", "LAST-DATE-TO-USE"; as well as, the "FOOD", "SIZE" and "ISSUED" block. All areas must be computer generated.
 - If any of this information is incomplete, the transaction is over. Give the WIC check back to the WIC customer and refer them back to the local WIC provider.
- c. Is the WIC check free from alteration?
 - Look at the WIC check carefully to be sure it has not been altered in any way. Look for items such as whiteout, add-ons, written over items, etc.
 - If a WIC check appears to have been altered, the transaction is over. Circle those areas that appear to be altered, write "refused" and the store's Vendor number on it. Then give the WIC check back to the WIC customer and refer them back to the local WIC provider.

- d. Is each food being presented issued on the WIC check?
 - Cashiers may ask WIC customers to separate their WIC foods from all other items they are purchasing on their own. If a food item is not issued on the WIC check, it must not be added to the WIC transaction.
- e. Is each food WIC approved, in the approved type, size, and brand?
 - It is strongly recommended that each cash register be equipped with the current *WIC Approved Food List* to assist in this process. Be sure to check each food, to ensure it is the specific brand, type and size approved for what is prescribed on the WIC check.
- f. Are the quantities less than or equal to what is issued on the WIC check?
 - WIC customers are not required to purchase all of the items issued on the WIC check, nor are they required to take the full quantity of what is issued. However, the quantity of food purchased must not exceed the amount prescribed on the WIC check.
 - Was the check over the maximum amount listed on the check. If so, are the food items rung up actually approved WIC food items, and are the size and quantity of the food items rang up the same as those listed on the WIC check? If not, edit the transaction before finalizing.

Scan the Foods

By signing the *WIC Vendor Agreement*, the Vendor agrees to:

- a. Scan or ring all foods and all applicable sale prices.
 - WIC customers must be charged the same price, or less, than is charged to non-WIC customers.
 - Offer WIC customers the same courtesies as offered to other customers, including but not limited to, in-store promotions.
- b. Deduct any coupons presented by the WIC customer.
 - When presented, “cents off” discount coupons must be accepted. Simply deduct the value assigned as you would any coupon for non-WIC customers.

Note: If a Vendor’s registers are automatically programmed to add tax to a coupon, the Department will reimburse for the amount of tax on the coupon ONLY, however, the coupon must appear on the receipt.
- c. Total the sale without tax.
 - **Do not charge sales tax on any WIC transaction.**
 - Do not have WIC customers sign a tax exemption letter or form for any WIC transaction. The Missouri WIC program is not subject to Missouri Sales and Use Tax for any WIC transaction.

d. **No cash is to exchange hands.**

- Do not transfer cash in the form of change to the WIC customer.
- Do not charge the WIC customer cash or credit for the food items covered by the WIC check.
- Do not charge the WIC customer for any amount over the “MAXIMUM PURCHASE PRICE MUST NOT EXCEED” limit.
- Do not give the WIC customer any money back if the total is less than the “MAXIMUM PURCHASE PRICE MUST NOT EXCEED” limit.
- Do not allow WIC customers to exchange any WIC foods for cash refund, merchandise or other food items. When there is a food safety issue or recall for a product other than formula, exchanges should be made whenever possible. When exchange is not possible, contact the Department for appropriate instructions. If you receive a recall notice on infant formula, contact the Department for appropriate instructions.

Completing the WIC Check

Before the WIC customer signs the WIC check, the cashier must complete the “DATE” (date of the sale) and “PAY EXACTLY AMOUNT” (total on the receipt) fields.

Obtain the customer signature **after** the cashier enters the “DATE” and “PAY EXACTLY AMOUNT”. If the WIC check is pre-signed draw a single line through the signature, have the customer resign the WIC check and verify identity with driver’s license or picture identification. If no identification is available do not accept the check.

- a. Compare the WIC customer’s signature to the signatures on the *WIC Participant Identification Folder*. The name and the script must be the same as one of the signatures on the *WIC Participant Identification Folder*.
 1. After signing the first time, if the name is the same but the signature does not match, have the WIC customer sign the WIC check again. Recheck the signature with the *WIC Participant Identification Folder* again.
 2. After signing a second time, if the signatures still do not match, **do not** accept the WIC check. The transaction is over. Do not allow the WIC customer to leave with any of the food items. Give the WIC check back to the WIC customer and refer them to the local WIC provider.
- b. The register receipt and WIC check should be placed in the register or cash drawer. Do not attach the receipt to the WIC check. Vendors are required to retain the register receipt for the current Agreement period, which is three (3) years, for audit purposes. Do not give the receipt to the WIC customer.*

***The WIC transaction receipts must be made available to WIC staff or its representatives, when requested. If receipts are retained at a location other than the Vendor site (corporate office or bookkeeper's office), it is the responsibility of the Vendor to deliver the receipts within one (1) hour to the WIC staff when requested.**

The Vendor will not be paid for any WIC checks submitted without the WIC customer's signature.

**Preparing WIC
Checks for
Deposit**

In preparing each check for deposit the following steps should be followed:

- a. Review for completeness.
 - Check for participant signature.
 - Check for amount of sale.
 - Check for date of sale.
- b. Stamp check with the four (4) digit vendor ID stamp.

Never deposit a WIC check when the total sale amount exceeds the maximum purchase price must not exceed amount. You must mark down the total sale amount below the maximum purchase price or send the check to the state WIC office on appeal.

**Vendor Stamp
Replacement**

Vendor ID stamp is to be used with black ink. Replacement stamps must be ordered from the Department's contracted provider at the Vendor's expense. To order a new stamp, make a copy of the form in Appendix I, complete the form and send to the address indicated on the form. **Notify the Department immediately if stamps are lost or stolen.**

3.4 Vendor Complaints

Policy

The Department is interested in hearing about specific problems, concerns or suggestions Vendors may have with WIC transactions, including WIC customers, WIC checks and local WIC providers.

Procedure

A Vendor may write a letter or submit a copy of the *Vendor Concern Form* (WIC-76) with any problems, concerns or suggestions to the Department or local WIC provider (See Appendix E). Vendors can copy this form as needed.

Follow-Up

WIC participants are educated by the local WIC provider regarding WIC approved foods and correct WIC check redemption procedures. Complaints against WIC customers are handled by the local WIC provider with oversight by the state. Complaints are discussed with the participants involved and correct procedures are re-emphasized. WIC participants may be sanctioned and/or penalized for violations of WIC program rules.

End on Section III: Training/Checkout Procedures